GOVERNMENT OF INDIA
FINANCE
LOK SABHA

STARRED QUESTION NO:261
ANSWERED ON:16.03.2007
SPECIAL COUNTER FOR SENIOR CITIZENS IN BANKS
Aaron Rashid Shri J.M.;Sajjan Kumar Shri

Will the Minister of FINANCE be pleased to state:

(a) whether despite a specific stipulation that a special counter should be set up for senior citizens for banking transactions in Nationalized banks and private banks, many of the banks have not made any arrangements in this regard;

(b) if so, the details thereof;

(c) whether the Government proposes to issue instructions to the banks in the matter; and

(d) if so, the details thereof?

Answer

FINANCE MINISTER (SHRI P. CHIDAMBARAM)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT FOR LOK SABHA STARRED QUESTION NO. 261 FOR 16.03.2007 REGARDING SPECIAL COUNTER FOR SENIOR CITIZENS IN BANKS TABLED BY SHRI SAJJAN KUMAR AND SHRI J.M. AARON RASHID.

(a) & (b) : Reserve Bank of India(RBI) has reported that no specific guidelines have been issued to set up a special counter for the senior citizens banking transactions in public sector banks or private banks. RBI has also reported that Indian Banks` Association (IBA) had examined this issue in the past and had observed that a number of practical problems like proof of age, sufficient number of such customers, requirement of additional space, cost of additional staff/furniture, availability of staff etc.. will arise for providing this specific service.In view of these reasons, IBA decided that banks be advised to consider providing `no queue`facility to senior citizens, offering assistance in filling up forms etc., wherever practicable andespecially at Personal Banking Service or Savings Bank branches. Further, banks have been advised to take adequate care in providing efficient counter services to the senior citizens,especially while disbursing pensions.

(c): No such proposal is presently under consideration of the Government.

(d) : Does not arise.